

Your Alere Personal Health Support Program

Questions & Answers

Q: What is the goal of the program?

A: The goal is to help you stay healthier, feel better and enjoy the best quality of life possible. To accomplish this, you will learn more about your condition, how to recognize symptoms, avoid complications and lead a healthy lifestyle.

Q: Who is providing the program?

A: The State of Delaware has partnered with Alere to provide these services to you. Alere is a leader in personal health support services, available to help you reach your individual health goals. Their personalized programs were designed to help you determine what changes you feel ready to make, set realistic manageable goals and give you the tools to be successful.

Q: Who can participate in this program?

A: Eligible members and their dependents 18 years of age or older who are benefit eligible and enrolled in a State of Delaware Group Health Plan can participate. The asthma program is available to members and their dependents 6 years of age or older.

Q: Which diseases will be addressed by the program?

A: Diabetes, asthma, coronary artery disease (CAD), chronic obstructive pulmonary disease (COPD), heart failure, back pain and osteoarthritis.

Q: How will Alere learn about my health?

A: Information is provided to Alere in a confidential manner directly from your health plan (Aetna or Blue Cross Blue Shield of DE). Alere may also receive information in the form of a referral from your physician or case management program. The information will indicate if you may be a candidate for this program.

Q: Will my personal medical information be kept private?

A: Yes. Any information you share is strictly confidential and only shared with your doctor to determine the best treatment plan for you. Alere understands and respects the confidentiality of all personal health information and their programs are in full compliance with all Health Information Privacy and Accountability Act (HIPAA) regulations.

Q: What can I expect?

A: The program gives you access to a 24/7 support system of registered nurses, dietitians and other health educators who can help you create a plan to manage your specific health condition. You can also contact them when you have a question or issue regarding medications, complications or treatment.

Q: Are there any costs?

A: This program is provided at no additional cost as part of your health care benefits.

Q: Do I have to talk to the nurse about my medical history?

A: Based upon your individual needs, your nurse may ask to discuss your medical history so that he or she can help you learn how to best take care of yourself.

Q: Will this replace the medical care I'm receiving from my doctor?

A: No. This program is an added benefit designed to support the treatment plan prescribed by your personal physician. It is recommended that you talk openly with your doctor about what you've learned from the program.

Q: How do I get started?

A: If you are identified as a candidate for this program, an Alere specialist will contact you to conduct a brief health condition assessment by phone. Then, you will receive a program welcome packet by mail. You don't have to wait for a call. You may call **(866) 674-9103** to talk with an Alere specialist now or visit www.delawell.alerehealth.com to learn more.

Achieve Your Best Level of Health

The Alere Personal Health Support Condition Care Program is designed to help you make a positive difference in your life.



Alere

You'll get the facts you need to know about your condition and healthy lifestyle goals you can reach with support, assistance and advice from an experienced nurse. This program is personal, private and offered at no additional cost as part of your health care benefits.

Managing any health condition is challenging, but chronic conditions such as asthma, CAD, COPD, diabetes, heart failure, back pain and osteoarthritis won't go away. However, with just a few key lifestyle changes, you can control, lessen the effects and help yourself live healthier and feel your best each day.



The State of Delaware has partnered with Alere to provide support and health improvement programs for these conditions:

**Call
(866) 674-9103
to speak with
a nurse.**

Asthma

Coping with asthma is a unique challenge. Your symptoms may keep changing. And anything from pets to weather can make it harder to breathe. However, by effectively knowing your symptoms, triggers, medications and peak flow readings and by using an asthma action plan, living with asthma is manageable. By participating in the *Alere Personal Health Support Program*, you can take advantage of valuable education and support to help you have fewer asthma attacks, easily participate in daily activities and live well.

Coronary Artery Disease (CAD)

CAD is caused by a narrowing of one or more of the coronary arteries that supply blood to your heart. It's the result of a buildup of fatty substances, or plaque, in the walls of your arteries. If you've had a heart attack, been diagnosed with coronary artery disease or have other risk factors, it's important to make some lifestyle changes to protect your health and reduce your risk of future heart problems. The goal of the *Alere Personal Health Support Program* is to empower you with the tools and information to better self-manage your condition and take charge of your health.

Chronic Obstructive Pulmonary Disease (COPD)

COPD is a chronic lung disease that involves all parts of the lungs. The airflow in your lungs becomes blocked. Chronic bronchitis and emphysema are the most common conditions indicating COPD. You may have one or the other. Many people have components of both. The *Alere Personal Health Support Program* for COPD can assist you with lifestyle changes such as quitting smoking, using medications correctly and conserving energy to slow the progression of COPD, lessening its effects and helping you feel much better.

Diabetes

Some of the most important things to learn about diabetes are the ways it can affect different areas of the body. Over time, high blood sugar levels can damage nerves, eyes, teeth and gums, skin, feet, kidneys, heart and blood vessels and can cause a variety of complications. That's why learning to self-manage diabetes is so important. With the *Alere Personal Health Support Program*, depending on your identified needs, you will receive education that can help you gain better control over your condition. Nurses and health educators with extensive experience in diabetes can answer your questions about the many complex diabetes-related issues and provide the support you need.

Heart Failure (HF)

If you've been diagnosed with heart failure, it means your heart is not as strong as it used to be and has to work harder to pump blood throughout your body. It can get worse without proper treatment; however, whether it's mild, moderate or severe, heart failure can be controlled. Proper diet, medication management, exercise and watching for symptoms are some of the lifestyle adjustments you can make to stay healthier. The *Alere Personal Health Support Program* can help you closely follow your prescribed plan of care and provide the tools and information to take charge of your health.

Back Pain & Osteoarthritis (OA)

Musculoskeletal pain ranks second only to headaches as the most frequent source of bodily pain. Whether it's back pain or OA, identifying aggravating factors and how to control symptoms is important to managing pain. The *Alere Personal Health Support Program* provides you with individualized telephonic coaching and education by expert clinicians to help you fully understand how to manage pain and improve your quality of life.